

# Appendix A

## Virginia Police Public Contact Survey

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Please follow the directions below when calling survey participants: You should say the highlighted (red) sections when appropriate.

"Hello/Hi!

My name is **First name or fictitious name only** and I am a researcher from Auburn University Montgomery in Montgomery, Alabama. We are conducting a study to gather citizen perceptions regarding police practices for the Virginia Department of Criminal Justice Services. Your telephone number was randomly selected for participation in this study. The survey ranges from 10 - 15 minutes in length depending upon your responses to the questions. Are you willing to participate in the study?"

Regardless of the answer, say "thank you." If no, hang up and proceed with the next phone number.

If yes, "For research purposes, please state your:

Researcher's Initials

Zip Code

Phone#

Sex 1. Male ☐  
2. Femal ☐

Respondent's Age 1. 18 - 39 2. ☐  
40 - 59 3. ☐  
60+ ☐

Respondent's Race 1. White ☐  
2. Black ☐  
3. Other

Hispanic Origin 1. Yes ☐  
2. No ☐

[Click here to start](#)

[Check Criteria](#)

[Accept and Proceed](#)

[Next Phone](#)

[Go to Contact Screen](#)

[Terminate the Program](#)

MALE			FEMALE			Hispanic
AGE	NBLACK	BLACK	NBLACK	BLACK		
18+	153 <input type="text"/>	56 <input type="text"/>	151 <input type="text"/>	56 <input type="text"/>	47 <input type="text"/>	
40+	136 <input type="text"/>	51 <input type="text"/>	141 <input type="text"/>	52 <input type="text"/>		
60+	64 <input type="text"/>	20 <input type="text"/>	88 <input type="text"/>	33 <input type="text"/>		

## Contact Screening

005 Have you had any contact with the police (city police, sheriff, State police officer) in the State of Virginia due to examples such as you requested assistance, or were involved in an accident, were a victim or witness, arrested, or pulled over for any reason?

If No, go to General Issues

☐

006 How long ago did it occur?

☐

1. One year or less
2. One to five years
3. Over five years

007 Other than a roadblock, were you in a motor vehicle stopped by the police?

If Yes, go to Traffic Citations

008 Have you contacted the police to report a crime?

If Yes, go to Crime reporting

009 Have you contacted the police to ask for assistance for any reason?

If Yes, go to req. for Service

010 Has a police officer ever made a threat to use or used force against you or someone you were with for any reason?

If Yes, go to Use of Force

011 Has a police officer ever stopped you and asked why you were in a certain location?

If Yes, go to Field Interview

012 Have you ever had conversations with a police officer because of any of the following:

If Yes, go to Police Demeanor

- . You had a traffic accident
- . They were investigating a crime
- . The police thought you matched the description of someone they were looking for
- . The police had a warrant for your arrest
- . Other

If No, go to General Issues

☐



013 Does your police department provide a Citizens Police Academy?	<input type="checkbox"/> 1. Yes 2. No 3. Unknown	027 Bias based policing is defined as when police officers use factors such as race, gender, and/or lifestyle as a reason to enforce the law against someone.	
	(If No or Unknown, go to 016)	028 Do you believe that bias-based policing is presently practiced by officer(s) in any Virginia Police department?	<input type="checkbox"/> 1. Yes 2. No 3. Somewhat 4. Unknown
014 Have you participated in the Citizens Police Academy?	<input type="checkbox"/> 1. Yes 2. No		(If No, go to 030)
015 Do you believe that the Citizens Police Academy is of value in promoting positive relations with the community?	<input type="checkbox"/> 1. Yes 2. No 3. Unknown	029 To what extent, if any, do you believe bias-based policing is an issue for your police department?	<input type="checkbox"/> 1. Not an Issue 2. Somewhat of an Issue 3. A Serious Issue 4. Unknown
016 Do you feel that your Police Chief understands your community, its issues, and needs?	<input type="checkbox"/> 1. Yes 2. No 3. Somewhat	030 Do you think that the police should collect information pertaining to bias-based policing?	<input type="checkbox"/> 1. Yes 2. No 3. Unknown
017 Do you trust your police department to do the right thing?	<input type="checkbox"/> 1. Yes 2. No 3. Somewhat	031 Do you think that the police, in cooperation with the community, could be able to develop workable solutions to address bias-based policing?	<input type="checkbox"/> 1. Yes 2. No
018 Do you feel that police officers are "responsive" to the issues, and needs of your community?	<input type="checkbox"/> 1. Yes 2. No 3. Somewhat	032 Do you believe an oversight board should be created to review citizen complaints concerning the police?	<input type="checkbox"/> 1. Yes 2. No
019 Do you believe that police spend too much time enforcing traffic and other non-criminal activities?	<input type="checkbox"/> 1. Yes 2. No	033 In your opinion, which group of officers is least responsive to the community?	<input type="checkbox"/> 1. White officers 2. Black officers 3. Hispanic officers 4. All are equally responsive 5. All are equally non-responsive 6. Unknown
020 Do you feel the department has enough staff to handle the workload it faces?	<input type="checkbox"/> 1. Yes 2. No 3. Unknown	034 Do you think the police officer's behavior is affected by the race of citizens?	<input type="checkbox"/> 1. Yes 2. No 3. Somewhat 4. Unknown
021 Does your department have a program to reach out to minority communities?	<input type="checkbox"/> 1. Yes 2. No 3. Unknown	035 Do you believe that minority officers are more fair in their dealings with minorities?	<input type="checkbox"/> 1. Yes 2. No 3. Somewhat 4. Unknown
022 Overall, are you satisfied with the services the police department provides?	<input type="checkbox"/> 1. Yes 2. No 3. Somewhat	036 Does the police department openly share information with the public?	<input type="checkbox"/> 1. Yes 2. No 3. Somewhat 4. Unknown
023 Regarding the amount of police presence in your neighborhood, do you want:	<input type="checkbox"/> 1. More presence 2. Less presence 3. No change	037 Do you believe that the media honestly reports bias-based policing incidents?	<input type="checkbox"/> 1. Yes 2. No 3. Somewhat 4. Unknown
024 Do you feel that the police officers treat minority groups with respect?	<input type="checkbox"/> 1. Yes 2. No 3. Somewhat 4. Unknown	038 Do you believe that the media and other members of the community should be held responsible for giving false or inaccurate information?	<input type="checkbox"/> 1. Yes 2. No 3. Somewhat 4. Unknown
025 Do you feel that police officers treat white people with respect?	<input type="checkbox"/> 1. Yes 2. No 3. Somewhat 4. Unknown		
026 Do believe it is possible for members of your community to honestly and openly discuss racial issues?	<input type="checkbox"/> 1. Yes 2. No 3. Unknown		

Stop! Survey is complete



Keeping this contact in mind, please answer the following questions.

039 If you used a telephone to contact the police, how did you call?

- ☐ 1. Dialed 911  
☐ 2. Dialed a 7/10 Digit Number  
☐ 3. Other

(If Yes, go to 042)

040 Did you contact the police by walking into a police station?

- ☐ 1. Yes 2. No

(If Yes, go to 048)

041 Did you contact the police by stopping a marked police unit?

- ☐ 1. Yes 2. No

(If Yes, go to 049)

042 If you used a telephone, how many times did it ring before someone answered?

- ☐ 1. 1-3  
☐ 2. 4-6  
☐ 3. 5-10  
☐ 4. Over 10 times  
☐ 5. Don't Remember

043 How would you characterize the call taker?

- ☐ 1. Courteous/polite  
☐ 2. Abrupt/Rushed  
☐ 3. Discourteous/Rude

044 Did the dispatcher give you an estimated time before an officer would arrive?

- ☐ 1. Yes  
☐ 2. No  
☐ 3. Don't remember

(If No/Don't remember, skip to 046)

045 Did the officer arrive within the specified timeframe?

- ☐ 1. Yes  
☐ 2. No  
☐ 3. Don't remember

046 Do you believe that the police response time to your call was reasonable?

- ☐ 1. Yes 2. No

047 How satisfied were you with the service you received from the call taker?

- ☐ 1. Unsatisfied  
☐ 2. Satisfied  
☐ 3. Very Satisfied

Go to Contact Screen 010

048 When you walked into a police station to report a crime or incident, how were you treated?

- ☐ 1. Courteous/polite  
☐ 2. Abrupt/Rushed  
☐ 3. Discourteous/Rude

(Skip to 050)

049 If you stopped a marked police unit to report a crime or incident, how were you treated?

- ☐ 1. Courteous /polite  
☐ 2. Abrupt/Rushed  
☐ 3. Discourteous/Rude

050 How satisfied were you with the service provided by the police officer?

- ☐ 1. Unsatisfied  
☐ 2. Satisfied  
☐ 3. Very Satisfied

Go to Contact Screen 010



## Keeping this crime in mind, please answer the following questions

051 What was your part in the crime?

- ☐ 1. Victim  
☐ 2. Eyewitness  
☐ 3. Third part (hearsay)

052 If there was a victim, did the police officer(s) explain the victim's right?

- ☐ 1. Yes 2. No  
☐ 3. Unknown

053 Did the officer make a written report?

- ☐ 1. Yes 2. No

(If Yes, go to 055)

054 Do you feel that the officer(s) did not take a report because of a bias such as race, gender, lifestyle, etc?

- ☐ 1. Yes 2. No

(Skip to 056)

055 Did someone from the police department contact you to follow-up on your report?

- ☐ 1. Yes 2. No

056 Do you feel that the police officer(s) exhibited racial bias in handling the incident?

- ☐ 1. Yes 2. No

057 Do you feel the officer(s) demonstrated gender bias in handling the incident?

- ☐ 1. Yes 2. No

☐ [Go to Contact Screen 009](#)



Keeping this contact in mind, please answer the following questions.

058 Where were you at the time that you were stopped?

- ☐ 1. Predominantly white neighborhood  
☐ 2. Predominantly black neighborhood  
☐ 3. Predominantly Hispanic neighborhood  
☐ 4. Commercial or Industrial area after normal business hours  
☐ 5. None of the above

059 Was the area in which you were stopped rumored to be an area of criminal activity?

- ☐ 1. Yes  
☐ 2. No  
☐ 3. Unknown

060 Did the police officer explain why he/she stopped you?

- ☐ 1. Yes 2. No

061 Were you searched at the time you were stopped?

- ☐ 1. Yes 2. No

062 Were you in a vehicle at the time you were stopped?

- ☐ 1. Yes 2. No

(If No, go to 065)

063 Was your vehicle searched at the time you were stopped?

- ☐ 1. Yes 2. No

(If No, go to 065)

064 Did the police officer request permission to search your vehicle?

- ☐ 1. Yes 2. No

065 Do you believe that you were stopped because of any of the following:

- ☐ 1. Race  
☐ 2. Gender  
☐ 3. Lifestyle  
☐ 4. Race and Gender  
☐ 5. Race and Lifestyle  
☐ 6. Gender and Lifestyle  
☐ 7. Race, Gender, and Lifestyle  
☐ 8. None of the above

Go to Contact Screen 012



Keeping this incident in mind, please answer the following questions:

066 How many people, INCLUDING YOURSELF, were in the vehicle?

- ☐ 1. One  
☐ 2. Two  
☐ 3. Three  
☐ 4. More than three  
 (If One, skip to 068)

067 Were you the driver?

- ☐ 1. Yes 2. No

068 How many police officers were present during this incident?

- ☐ 1. One  
☐ 2. More than one

069 What was the race of the officer(s) involved?

1. White

- ☐ 1. Yes 2. No

2. Black

- ☐ 1. Yes 2. No

3. Asian

- ☐ 1. Yes 2. No

4. Hispanic

- ☐ 1. Yes 2. No

5. American Indian

- ☐ 1. Yes 2. No

6. Unknown

- ☐ 1. Yes 2. No

070 What was the reason given for the stop?

1. Speeding

- ☐ 1. Yes 2. No

2. Running a red light

- ☐ 1. Yes 2. No

3. A vehicle defect, such as a burned out tail light or an expired license plate

- ☐ 1. Yes 2. No

4. Roadside check for drunk drivers

- ☐ 1. Yes 2. No

5. Matched a description of a suspect

- ☐ 1. Yes 2. No

6. To check the respondent's license plate, driver's license, or vehicle registration

- ☐ 1. Yes 2. No

7. No reason was given

- ☐ 1. Yes 2. No

8. Other: please specify:

071 Do you believe the officer(s) had a legitimate reason for stopping the vehicle you were in?

- ☐ 1. Yes 2. No

072 Did the police officer(s) search the vehicle?

- ☐ 1. Yes 2. No

(If No, go to 074)

073 Did the driver/owner give the police officer(s) permission to search the vehicle?

- ☐ 1. Yes 2. No

074 Was anyone searched or frisked?

- ☐ 1. Yes 2. No

(If No, go to 76)

075 Did the police officer(s) find any of the following:

1. Illegal weapons

- ☐ 1. Yes 2. No

2. Illegal drugs

- ☐ 1. Yes 2. No

3. Open container of alcohol (beer, wine, liquor)

- ☐ 1. Yes 2. No

4. There was nothing found

- ☐ 1. Yes 2. No

5. Other: Please specify:

076 What was the outcome of the traffic stop? Was anyone:

1. Given a warning

- ☐ 1. Yes 2. No

2. Given a traffic ticket

- ☐ 1. Yes 2. No

3. Arrested

- ☐ 1. Yes 2. No

4. Questioned about being in the area

- ☐ 1. Yes 2. No

5. Other: Please Specify:

077 Was anyone mistreated by the police officer(s) during the encounter?

- ☐ 1. Yes 2. No

If No, go to Contact Screen 008

078 What was the mistreatment?

1. Officer(s) was/were verbally abusive.

- ☐ 1. Yes 2. No

2. Officer(s) was/were rude.

- ☐ 1. Yes 2. No

3. Officer(s) used physical force.

- ☐ 1. Yes 2. No

4. Other: Please specify:

Go to Contact Screen 008



Keeping this incident in mind, please answer the following questions:

079 What type of physical force was used during the most recent incident?

1. Pushed or grabbed you/person(s) you were with in a way that did not cause pain? ☐ 1. Yes 2. No
2. Pushed or grabbed you/person(s) you were with in a way that did cause pain? ☐ 1. Yes 2. No
3. Kicked or hit you/person(s) you were with with the police officer's hand or something held in the police officer's hand? ☐ 1. Yes 2. No
4. Unleashed a police dog? ☐ 1. Yes 2. No
5. Sprayed you/person(s) you were with with a chemical or pepper spray? ☐ 1. Yes 2. No
6. Pointed a gun at you/person(s) you were with but did not shoot? ☐ 1. Yes 2. No
7. Fired a gun at you/person(s) you were with ? ☐ 1. Yes 2. No
8. Verbal threat ☐ 1. Yes 2. No
9. Other: Please specify:

080 Do you feel that the force used or threatened was excessive? ☐ 1. Yes 2. No

081 Do you/person(s) you were with think any of your actions during this incident provoked the police officer(s) to use or threaten to use physical force? ☐ 1. Yes 2. No

082 At any time during the most recent incident did anyone commit any of the following:

1. Argue with or disobey the police officer(s)? ☐ 1. Yes 2. No
2. Curse at, insult, or call the police officer(s) a name? ☐ 1. Yes 2. No
3. Say something threatening to the police officer(s)? ☐ 1. Yes 2. No
4. Resist being handcuffed or arrested? ☐ 1. Yes 2. No
5. Resist being searched or having the vehicle searched? ☐ 1. Yes 2. No
6. Try to escape by hiding, running away, or in a vehicle chase? ☐ 1. Yes 2. No
7. Other: Please specify

083 Do you feel that the police officer(s) behaved properly? ☐ 1. Yes 2. No

084 Do you feel that YOU behaved properly? ☐ 1. Yes 2. No

085 Were you alone? ☐ 1. Yes 2. No

(If Yes, go to 087)

086 Do you believe others who were with you behaved properly? ☐ 1. Yes 2. No

087 Do you believe that the actions of the police officer(s) were racially motivated? ☐ 1. Yes 2. No

088 Did you file a complaint with a Virginia police department? ☐ 1. Yes 2. No

(If No, go to 090)

089 Did you learn of the outcome? ☐ 1. Yes 2. No

If No, go to Contact Screen 011

090 What was your level of satisfaction with the way the officers handled the situation? ☐ 1. Unsatisfied  
2. Satisfied  
3. Very Satisfied

Go to Contact Screen 011



**Keeping this incident in mind, please answer the following:**

091 Did the police officer(s) inform you of the reason for the contact? ☐ 1. Yes 2. No

092 Was the police officer(s) rude at any time during the contact? ☐ 1. Yes 2. No

(If No, go to 095)

093 To whom was the police officer(s) rude?

1. The White person ☐ 1. Yes 2. No

2. The Black person ☐ 1. Yes 2. No

3. The Hispanic person ☐ 1. Yes 2. No

4. The American Indian ☐ 1. Yes 2. No

5. The Asian person ☐ 1. Yes 2. No

6. Other Specify:

094 Did the police officer(s) treat you differently because of any of the following:

- ☐ 1. Race  
2. Gender  
3. Lifestyle  
4. Race and Gender  
5. Race and Lifestyle  
6. Gender and Lifestyle  
7. Race, Gender, and Lifestyle  
8. None of the above

095 Were you alone?

☐ 1. Yes 2. No

(If Yes, go to 097)

096 Did the police officer(s) treat the person/people you were with differently because of any of the following:

- ☐ 1. Race  
2. Gender  
3. Lifestyle  
4. Race and Gender  
5. Race and Lifestyle  
6. Gender and Lifestyle  
7. Race, Gender, and Lifestyle  
8. None of the above

097 Have you ever reported inappropriate behavior on the part of a police officer to Virginia authorities?

☐ 1. Yes 2. No

**If No, go to General Issues**

098 Were you ever informed of the outcome of the investigation?

☐ 1. Yes 2. No

**Go to General Issues**